



SURVEY OF FAMILIES WHO DID NOT RENEW CHIP COVERAGE FOR JULY 2003



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September 2003

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Introduction

Families with CHIP enrolled children must reapply and renew their eligibility every 12 months. To assist families and assure eligible children have continuous coverage, CHIP has the following renewal process:

1. Approximately 75 days before CHIP coverage is scheduled to end, a postcard is sent indicating that a renewal packet will be mailed within two weeks.
2. Approximately 60 days before CHIP coverage is scheduled to end, a preprinted renewal application is mailed. The family is asked to update the information that has changed since the last application and return the application to CHIP.
3. Approximately 30 days before CHIP coverage is scheduled to end, if the renewal application has not been received, a letter is sent to the family encouraging them to send in the renewal application.

There were 350 families whose children became enrolled in CHIP in July 2002 and were scheduled to renew their coverage by June 30, 2003. The above renewal process was followed to contact families. Ninety percent of the families (317) reapplied and ten percent (33) did not reapply.

CHIP Renewal Survey Process

A telephone survey was conducted in August 2003 to contact the 33 families to determine why they did not renew their children's CHIP coverage. Both home and work telephone numbers were used to attempt contact. Calls were placed during the day and evening. The families we were unable to contact included those with disconnected telephones, wrong numbers and no answers. CHIP staff left messages with four families but they did not return our calls.

Findings

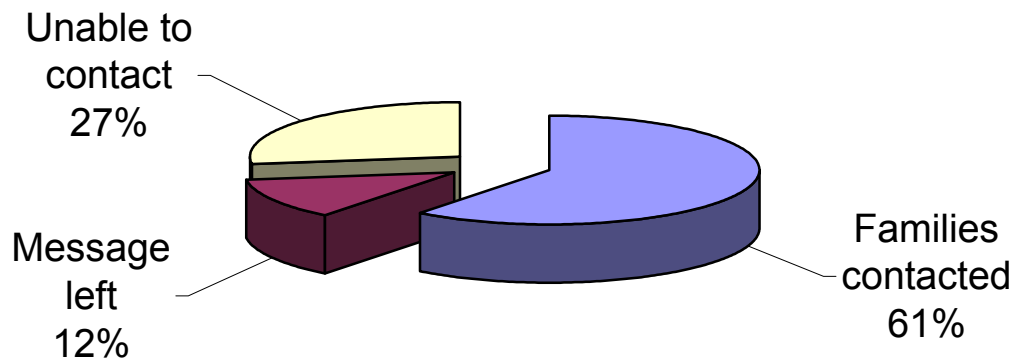
- 90% of families who were scheduled to renew their children's CHIP coverage for July 2003 completed the reapplication process prior to the end of June 2003.
- 61% of the families who did not reapply for CHIP for July 2003 were successfully contacted.
- 75% of the families contacted indicated they received the renewal application.
- 30% of families contacted had a change in work status and an additional 25% didn't think they were eligible for CHIP.
- 50 % of the families contacted indicated their child currently had other health insurance or Medicaid.
- 45% of families contacted whose children had other health coverage indicated it was through an employer and 33% had Medicaid.
- 78% percent of families contacted wanted to reapply for CHIP.



Included in this report are the results of the telephone calls attempted and the responses to survey questions.

Telephone Calls Attempted

Summary of Calls		
	Number	Percent
Families contacted	20	61%
Unable to contact	9	27%
Message left	4	12%
Total	33	100%



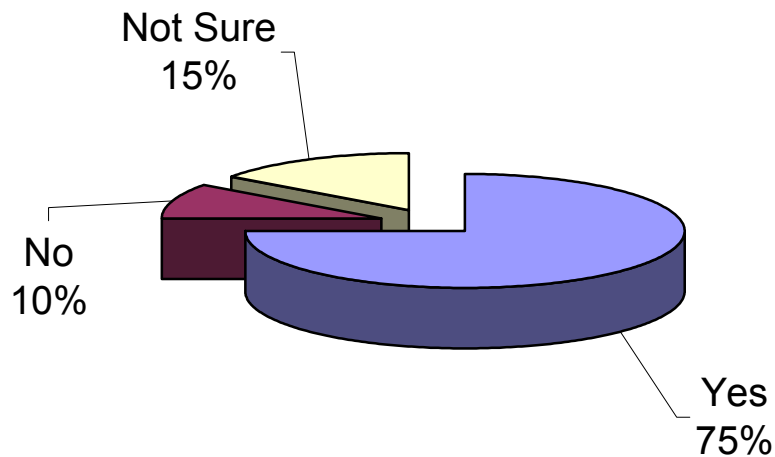
The percent of families successfully contacted in 2003 (61%) was greater than in the 2001 survey (52%).

The CHIP survey conducted in May 2001 attempted to contact 350 families whose coverage ended during the six-month period from November 2000 through April 2001. The sample size for the 2001 survey was more than ten times greater than the survey of 33 families in August 2003.

Questions and Responses

Question #1: Approximately two months before your CHIP coverage ended a renewal application was mailed to you. Did you receive that renewal application?

Responses	Number	Percent
Yes	15	75%
Not Sure	3	15%
No	2	10%
Total	20	100%



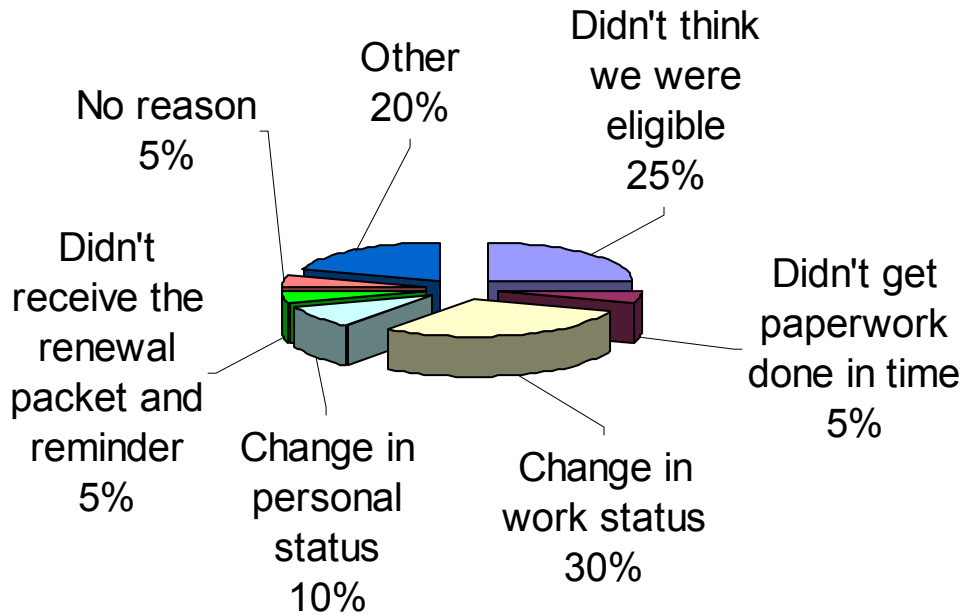
Only 75% of the families contacted in the 2003 survey indicated they received the renewal application.

During the 2001 survey 77% of the families contacted indicated they had received the renewal application, 14% indicated they did not and 9% were not sure.

Question #2: Could you tell us why you did not reapply for CHIP?

Responses	Number	Percent
Change in work status	6	30%
Didn't think we were eligible	5	25%
Other *	4	20%
Change in personal status	2	10%
Didn't get paperwork done in time	1	5%
Didn't receive renewal packet and reminder	1	5%
No reason	1	5%
Total	20	100%

* The 4 responses in the Other category were: “moved out of state”, “father obtaining insurance”, “thought renewal was automatic”, and “too much hassle/paperwork”.



The results from the 2001 survey were:

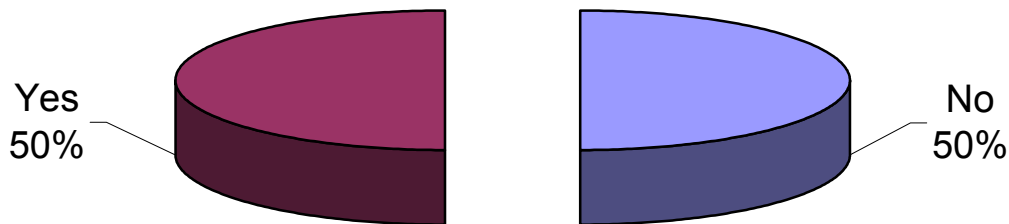
- 24% Didn't think we were eligible
- 24% Have other insurance
- 16% Didn't get the paper work done in time or lost the information
- 14% Work or personal status change
- 6% No explanation given

- 5% Didn't receive notice about re-applying
- 5% Could not find or access information (i.e. tax information)
- 4% Didn't know I had to re-apply
- 3% Spouse or ex-spouse should have re-applied

More families in 2003 indicated a change in work (10%) or personal (30%) status while fewer stated that they didn't get the paperwork done on time (5%). We believe the revised renewal application and the elimination of the income documentation requirement made the renewal process easier for CHIP families.

Question #3: **Does your child currently have other health insurance or Medicaid?**

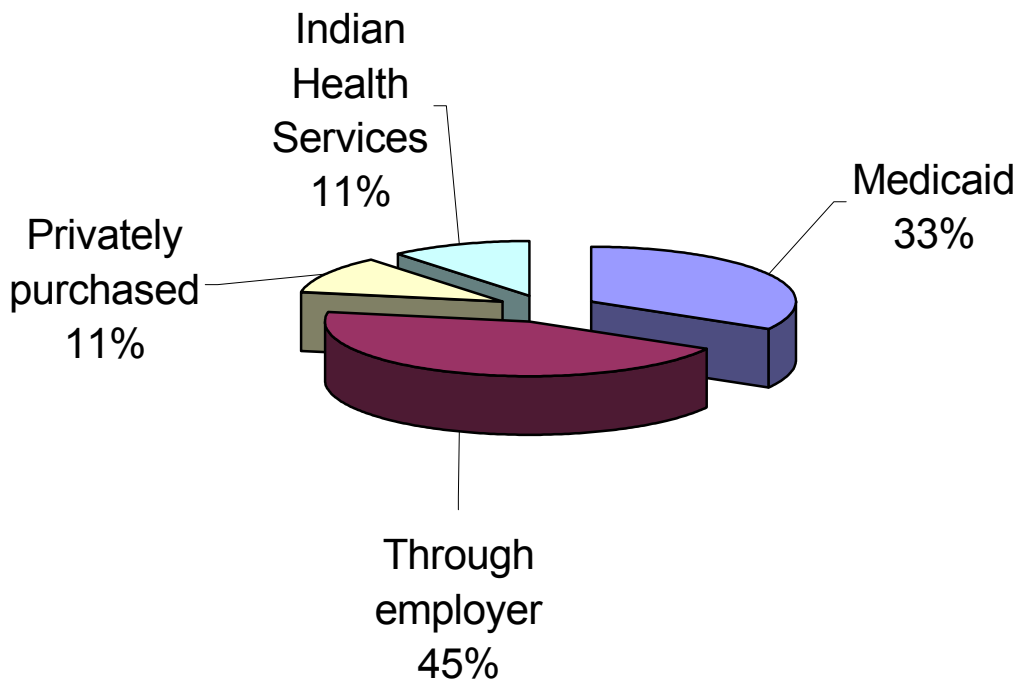
Responses	Number	Percent
No	9	50%
Yes	9	50%
Total	18	100%



In the 2003 survey 50% of respondents indicated their children currently had other insurance or Medicaid. This represents an increase from the 2001 survey when 38% of the respondents indicated their children had other health insurance or Medicaid.

Question #3a: **If yes, what is the source of the other insurance?**

Responses	Number	Percent
Through employer	4	45%
Medicaid	3	33%
Privately purchased	1	11%
Indian Health Services	1	11%
Total	9	100.0%

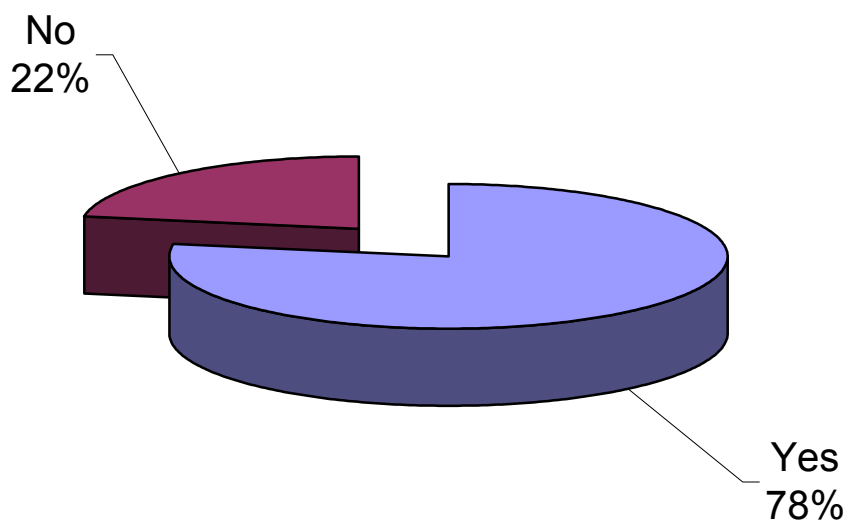


In the 2003 survey, 45% of children who had other insurance had it through an employer and 33% had Medicaid. Fewer children had employer-sponsored insurance and more children had Medicaid than reported in the 2001 survey. The responses to the 2001 survey were: 57% through the employer, 20% through Medicaid, 20% other and 3% through parent not in the home.

Question #4: **Would you like to reapply for CHIP?**

Responses	Number	Percent
Yes *	7	78%
No	2	22%
Total	9	100%

* Addresses were updated and applications were sent to respondents who indicated they wanted to re-apply for CHIP.



In the 2003 survey 78% percent of parents wanted to reapply for CHIP. This is almost double the percent in 2001 when it was 39%.

CHIP Survey of Families Who Have Not Re-enrolled

Purpose:

- ❖ Notify families that CHIP coverage ended June 30th, 2003
- ❖ To find out why families did not renew their CHIP coverage
- ❖ To encourage parents to re-apply for CHIP

Opening statement

Hi, My name is _____ and I am calling from the Children's Health Insurance Plan (CHIP). Our records indicate that you did not re-apply for CHIP and your child's coverage ended on June 30

1) Approximately 2 months before your CHIP coverage ended, a renewal application was mailed to you.

Did you receive that renewal application?

- ☐ Yes
- ☐ No
- ☐ Not sure

Busy

2) Could you tell us why you didn't reapply for CHIP?

- ☐ Didn't think we were eligible
- ☐ Didn't get paperwork done in time
- ☐ Lost the renewal application
- ☐ Change in work status (new job)
- ☐ Change in personal status (married/divorced)
- ☐ Didn't receive the reapplication packet and reminder
- ☐ Spouse or ex-spouse should have re-applied
- ☐ Child turned 19
- ☐ No reason
- ☐ Other: _____

No Answer

Left message (see text below)

3) Does your child currently have other health insurance or Medicaid?

- ☐ No (if no go to question 4)
- ☐ Yes
 - ☐ Medicaid
 - ☐ Health insurance thru employer
 - ☐ Thru parent not in home
 - ☐ Private health insurance
 - ☐ Thru parent not in home
 - ☐ Other: _____

Text for leaving message:

This is _____ calling about renewal of your children's health insurance coverage. Please call me back toll free at 1-877-543-7669 extension _____. (If family lives in Helena 444-6971 extension ____). If I am not in when you call, please leave me a message with your name, telephone number and a good time to call you back. Thank you.

4) Would you like to reapply for CHIP?

- ☐ No (Go to closing comments)
- ☐ Yes

5) Do you have an application?

- ☐ No (Confirm/update applicants address in TESS/KAT and mail application)
- ☐ Yes

Other comments:

Closing comments: Thank you for answering our questions. If you need to contact CHIP our toll free number is 1-877-543-7669